

**POSITION DESCRIPTION – Youth Engagement Worker****Part 1 – Expectations for Your Role**

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| <b>Position</b>                  | Youth Engagement Worker                                                      |
| <b>Service / Program</b>         | Child, Youth and Family Wellbeing Directorate                                |
| <b>Industrial Instrument</b>     | SACS - EACH Social and Community Service Employees Enterprise Agreement 2017 |
| <b>Instrument Classification</b> | Level 4                                                                      |
| <b>Reports to</b>                | Manningham Youth Services Team Leader                                        |
| <b>Effective Date</b>            | August 2026                                                                  |

**Key Deliverables**

- An understanding of issues and tensions that young people face in day-to-day life.
- Staffing the Manningham Youth Hub throughout the week, welcoming visitors, delivering programs and points of engagement for the community who will make use of this space.
- Facilitate (or co-facilitate) group programs that operate within the community, at times partnering with external stakeholder services to deliver the program.
- An ability to engage and effectively communicate with young people who display a variety of needs, keeping an open and curious mind, and referring to relevant services if and when required.
- Assisting with data collection, service enquiries, intake and referral processes.
- Linking young people to relevant services and support systems that are localised.
- Develop and deliver support to young people through engagement in programs and activities that are positive and meaningful, underpinned through current needs and trend analysis.
- Closely work with the Manningham Youth Services team on scheduling as well as problem solving where required.
- Work within a flexible rostering arrangement as a team that will include some weekend work and evening work as directed by the team leader.
- Participate in holding responsibility for portfolio functions that can include specialist areas such as LGBTIQ+ and Diversity, First Nations, Schools and Education, ATOD, Intervention / Counselling, Programs and Networking, etc. This will enable opportunity for role diversity and complementing additional future funding opportunities.
- Attend stakeholder meetings, forums, and build a connection with the wider stakeholder network of services.
- Attend team meetings and contribute to the service delivery and overall function of the Manningham Youth Services team.
- Participate in supervision, 1:1 conversation, and Personal Development opportunities.

**Skills**

- A strong time management ability and willingness to work to a flexible shift schedule when required.
- Willingness to be flexible and adapt to various situations when required, work within a scope of competency and to then refer on when needed. A willingness to grow and develop professionally as opportunities arise.
- Ability to communicate effectively verbally and in writing, contributing to reports and speaking with



- internal and external stakeholders, promoting the services offered by the Manningham Youth team
- Problem solving and organisational skills.
- Strong technical skills for computer use, Microsoft functions.

## Experience and Knowledge

- An understanding of the referral pathways relevant to young people and their needs.
- Lived experience or demonstrated knowledge on tensions that face young people, inclusive of education, employment, family, identity and societal tensions
- Willingness to work as a part of a team, you will not be required to work in isolation.
- Experience in working with young people is highly desirable, along with transferrable experiences through similar roles and functions elsewhere.

## Qualification/Registrations/Licences

- Certificate IV in Youth Work, Diploma of Youth Work, Bachelor of Youth Work, or a qualification in a closely related discipline such as Social Work and Community Services.

## Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel for project activities.

### Why we include physical and cognitive requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

*If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.*



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| <b>POSITION DESCRIPTION - Employee</b>    |
| <b>Part 2 – Expectations for Our Team</b> |

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

## Key Selection Criteria

### Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

### Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

### Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.